

Northeast Region CQI Program Regional Structure

Regional Description

The Northeast Region is located in the Appalachian Mountains bordering Bristol, Virginia and Western North Carolina. There are eight counties (Johnson, Unicoi, Carter, Sullivan, Washington, Greene, Hawkins, and Hancock) that the Department of Children provides services to in the Northeast Region. The Regional Office is located in Johnson City. The Regional office houses the Regional Administrator and Deputy Regional Administrator and other regional staff that assist field staff. In all there are approximately 250 employees with the Northeast Region Department of Children Services.

CQI Process and Culture

Every employee in the Northeast Region has an opportunity to participate on a CQI team. All employees are aware of the CQI process and how a referral is made to their CQI team. A CQI Computer Based Training is utilized on an on-going basis to educate new & existing staff to the process and benefits of CQI. The Regional CQI Coordinator provides information which explains the CQI process to all new employees and to community partners as requested.

In the Northeast Region, Continuous Quality Improvement is promoted as a step by step cycle of observing and reporting areas where efficiency and quality can be better obtained and taking actions to remedy problems. Services are measured for quality by timeliness, completeness, and effectiveness of service delivery. DCS places great value on each CQI team participating and contributing to quality improvement. Northeast has developed a culture of CQI over the last several years.

Leadership CQI Workgroup(s)

Regional Leadership Workgroup which consist of the Regional Administrator, Deputy Administrator, Team Coordinators, liaisons from each Workgroup, and the regional training staff meet every other month on the 4th Monday to discuss region-wide issues, referrals from field staff, to review data, identify areas of growth and opportunity. Each Liaison reports out what their workgroup is doing and to present any issues that are being bumped up to this team for resolution. It is an opportunity to foster communication between multiple workgroups on issues of shared interest or concern. This workgroup can send issues or areas of improvement out to the other workgroups for brainstorming and making a plan for improvement. The workgroup concentrating on that issue would, then, come back to this team and provide information on what the barriers were and what their plan is to make improvements. If the issue can't be resolved in the region and it is more of a statewide issue pertaining to policy change, etc., the issue can be bumped up to the Statewide Policy and Practice Workgroup.

CQI Workgroups

Safety Workgroup

The Safety Workgroup comprise of the Regional Administrator, Deputy Regional Administrator. Team Coordinators, Team Leaders, Case manager 3s, and a representative from the Resource Parent Support Unit and a Facilitator from the Facilitator Unit. This workgroup addresses data, review outcomes and other information or concerns that pertain to child safety. This workgroup meets monthly.

Permanency Workgroup

The Permanency Workgroup comprise of Team Coordinators, Team Leaders from the Social Services units across the region, Family Service Workers from across the region, Resource Parent Support staff, Placement Provider agencies, Independent Living Specialist and other staff or stakeholders that may be able to provide input or suggestions regarding the issue that is being addressed. This workgroup reviews data pertaining to the Safety, Permanency and Well-Being of the children we serve in the Northeast Region. This workgroup meets monthly.

Juvenile Justice Workgroup

The Juvenile Justice Workgroup comprise of the Juvenile Justice Program Coordinator, Team Leaders, Family Service Workers from across the region. This workgroup address issues and concerns regarding youth that are delinquent or are on probation or aftercare. Data that is reviewed pertains to the Safety, Permanency and Well-Being of youth that are on probation, aftercare, and custody. This workgroup meets monthly.

Kinship/Recruitment and Retention Workgroup

This workgroup consist of the Kinship Coordinator, Resource Parent Support staff, Team Coordinators, Path trainers, Resource Linkage Coordinator. This team will review areas pertaining to placement resources. This workgroup meets bi-monthly.

Clerical Workgroup

This workgroup consist of clerical staff from across the region. This workgroup looks at filing issues, office supply issues, and front desk coverage issues and any issues that involve the support of the employees and customer service. This workgroup meets quarterly.

Fiscal Workgroup

This workgroup consist of the Fiscal Director and one team member from the Fiscal team, Team Coordinators, Regional Administrator, and occasionally, the Fiscal Program Directors. This workgroup address issues pertaining to providing services to our families, needed tools and equipment for our employees, and the regional budget issues. This workgroup meets monthly.

Professional Development Workgroup

This workgroup consist of the regional trainers, the OJT coach, the training coordinator, and the Path trainer. This workgroup discusses evaluation from trainings, and request made by staff regarding training needs. This workgroup meets bi-monthly.

Cross Functional Workgroup

This workgroup consist of placement providers management staff, DCS management staff, CANS Coordinator, Well-being staff, Independent Living Specialist, Utilization Review Coordinator, and other stakeholders and DCS staff that provide assistance to field staff. This workgroup communicates and addresses issues around services that are required to meet the needs of the children and families we serve. This workgroup meets quarterly.

Regional CQI Schedule

The Facilitators and Scribes rotate their position annually. This gives other group members the opportunity to develop their skills and empower their commitment to the CQI process. As of this date (8-2-13), listed below are the current Facilitators and Scribes for Northeast Region.

CQI Workgroup	Regular Meeting Time	Facilitator	Scribe
Regional/Leadership	4 th Monday every other month@2:00	Lucretia Sanders-Regional Administrator	Nancy Helsabeck –Team Coordinator
Safety Workgroup	2 nd Monday of each month@9:00	April Osborne-Deputy Regional Administrator	Patsy Stanley-Team Leader
Permanency Workgroup	3 rd Tuesday of each month@9:30	Jason Robinette-Team Leader	Travis Sherfey-Case Manager 2
Juvenile Justice Workgroup	2 nd Thursday of each month@9:00	Vonetta Lewis-Team Leader	Patricia Cook-Case Manager 3
Kinship/Recruitment and Retention Workgroup	2 nd Tuesday every other month@1:30	Erin Beese-Team Leader	Erin Beese-Team Leader
Clerical Workgroup	No regular meeting time, but meet quarterly	Darlene Carter-Secretary , Training Coordinator, Safety Manager, COA	Lagena Rutherford-CQI Coordinator
Fiscal Workgroup	4 th Wednesday of each month@1:00	Lucretia Sanders-Regional Administrator	To be determined
Professional Development Workgroup	4 th Monday every other month@1:00	Rhonda Gilley-Case Manger 3, OJT Coach, and In Home Tennessee Project Manager	Cindy Hensley-Trainer
Cross Functional Workgroup	2 nd Tuesday every other month@10:30	Betsy Butler-Youth Villages Provider agency	Lagena Rutherford-CQI Coordinator